

EDD Traveling DRC Training Topic Descriptions

WIOA requires a focus on service to individuals with barriers to employment, including people with disabilities. It is important to use strategies that lead to system change and positive outcomes. This training is interactive and provides practical examples based on successful models currently operating statewide.

10 modules of training are available through EDD's Traveling Disability Resource Coordinator (DRC) Training. Working with the RTCs, the Traveling DRC will prioritize training topics to determine which modules are most appropriate to rollout in your region. Further details on training structure can be found on the next page under "Additional Information." The 10 modules available are as follows:

Course Specifics

Class Size: Approximately 30 participants per session

Hours of Instruction: 6 hours total, with approximately 4 modules per session

Intended Audience: EDD's Traveling DRC training is recommended for AJCC staff, partners and others within the workforce development system who are interested in developing and/or improving programs and services for all potential customers including people with disabilities and other individuals with barriers to employment.

Comments: Full-day sessions will consist of approximately 4 modules per session as determined by EDD's Traveling DRC and the RTCs. Full-day sessions will be scheduled regionally and will be repeated twice in the same week to provide ample opportunity for those interested to attend.

Requests for additional, customized or topic-specific training will be considered on a case-by-case basis. The ability to accommodate special requests is dependent upon factors including, but not limited to need, trainer availability, other available training and/or budget.

1. *One System for All and All for One*

Serving People with Disabilities – All of Us Can, but Do We?

- Aligning your service delivery strategy with WIOA
- What works and what doesn't work
- Effective strategies for serving people with disabilities – lessons learned from around California
- Excellent customer service for individuals with barriers to employment results in improved customer service for everyone
- The power of "Yes"

2. *Here an Acronym, There an Acronym*

What is the DEI, DEA and IRT, and what do they have to do with PWD and WIOA?

- Resources available before during and after your strategy is launched
- Why it makes good "business" sense
- Effective partnering
- Pros and Cons of Sequential or Concurrent Service Delivery

3. *We Need a Driver*

The Disability Resource Coordinator (DRC) Defined

- Why it is important to have one person steering
- How having a DRC can help improve service delivery
- This isn't the ONLY person who can help – DRC responsibilities and those of all staff members

4. To Politeness and Beyond!

Disability Awareness, Sensitivity and Etiquette

- What to expect
- The customer's perspective
- Dispelling myths
- Resources for building confidence
- Listening goes a long way
- Language matters

5. Workforce, WIOA and Compliance Oh my!

Coordinated and Complementary Employment and Training Services

- Fostering regional collaboration
- Improved access for people with disabilities and other barriers to employment
- Work-based Training – the missing link to increased employment and retention?
- How businesses can benefit

6. If We Build It...They Will Come

Examining Customer Flow and Improving Service Delivery

- Who is at the door?
- An “all for one” process (no matter who it is)
- Restructure, regroup, retrain, and repeat!
- Resources and support for the changes you make

7. Creating an Environment of Trust and Building Rapport

Disclosure 101

- Getting to know our customers
- A safe haven in which to plan – Examining customers' fears
- A little “Disability Benefits 101” never hurts
- The I.R.T. of it all

8. Teaming Up with the DOR

Better Service, Better Outcomes

- Learn the process
- Speak the language
- What you bring to the table
- Co-location works both ways

9. Management Go-ahead

Got Buy-in?

- A hard look at the existing process
- Tools to start open communication
- Managing and leading – both are important
- An effective leader is the Drum Major of the organization band

10. Creating an Organization Nest Egg

Become an Employment Network (EN) and Build Discretionary Funds

- Definition of an EN
- Different types of ENs
- Why even consider developing an EN?
- Resources and first steps